

MISSOURI COMMISSION ON PATIENT SAFETY
MEETING MINUTES

June 17, 2004
9:00 AM - 11:30 AM
via conference call

Official

Commissioners in attendance: Gregg Laiben, Alan Morris, Kathryn Nelson, William Schoenhard, James Utley, Stephen Smith, Lois Kollmeyer, Kevin Kinkade, Kenneth Vuylsteke, Deborah Jantsch, Susan Kendig, Bea Roam, Lori Scheidt, Scott Lakin (Any person on the call for some period of time was considered in attendance. Not all of the above were able to stay on the call for the entire time.)

Called to order at 9:00 AM.

Housekeeping items:

- Minutes from the previous two meetings were reviewed and approved.
- Lois Kollmeyer has been officially named as Richard Dunn's replacement on the Commission.
- Dr. Laiben stated that the agenda for this call would be discussion of the Executive Summary and discussion of the Glossary of Terms for the report to the Governor. All Commissioners should have the most updated draft Glossary, and also several different versions of a draft Executive Summaries.

I. Discussion of the Executive Summary

He also emphasized the important role the Executive Summary will play. The Executive Summary should strike readers strongly enough that they feel compelled to read further for the changes that the Commission recommends for the healthcare system.

Dr. Laiben acknowledged the comments that several Commissioners made regarding the Executive Summary drafted by Randy McConnell. Dr. Laiben indicated that he preferred comments and edits submitted by Mr. Schoenhard, but otherwise felt the first draft was well done.

Linda Bohrer asked Randy McConnell to explain why the format of the Executive Summary was not a list of Commission findings, paired with the Commission's recommendations, as was discussed at a previous meeting. Mr. McConnell informed the Commission that such a format resulted in undesirable repetition, left little room for sub-

recommendations and left no room for additional points unrelated to a specific recommendation, such as movement from a culture of blame to a culture of information sharing. Mr. Schoenhard indicated that he was comfortable modifying the format as long as it was clear that findings lead to recommendations.

Dr. Jantsch expressed feelings that the Executive Summary should not focus so much on the 1999 Institute of Medicine Report, *To Err Is Human*. She urged the Commission to consider bringing the issue of blame-free or “just” culture more sharply into focus. She had concerns with the term “chilling effect”.

After much discussion, the Commission agreed on edits to the Executive summary.

Several Commissioners asked why the word “urge” is used, as opposed to “recommend” or some other word. Dr. Laiben noted that the intent is to distinguish between things the Missouri General Assembly should address, and things that don’t need to wait for the General Assembly to act. Susan Kendig was able to edit during the conference call and emailed an agreed upon version to all Commissioners.

Several Commissioners felt the last paragraph of the Summary should be about something other than regulation. They did not want readers to have the impression that government bureaucracy will be the focus of the report. Susan Kendig volunteered to work with Randy to get a revision out to all Commissioners within 24 hours.

The Commission agreed that all changes discussed today would be applied, and a revised Executive Summary would be emailed to all by the end of the day Friday, June 18. Agreement on the final version will be accomplished through email by Monday June 21.

II. Discussion of the Glossary of Terms

The Commission found most definitions acceptable as drafted. The Commission discussed and agreed to revisions for the definitions of:

- Claim
- Final Disciplinary Action
- Healthcare Organization
- Medical Error
- Sentinel Event
- Tools Of Patient Safety

With regard to the definition of Medical Error, Dr. Laiben stated he felt it was very important that the agreed upon definition be consistent with how the term is used in the recommendations and background text. Kathryn Nelson volunteered to scan the entire report to assure usage and definitions were consistent.

III. Closing comments

Dr. Laiben asked for the status of the signature page. Linda Bohrer responded that everyone who hasn't signed has indicated they will attend the presentation on July 7 and sign at that time.

Dr. Laiben asked the Commissioners to consider the possibility that interested and capable organizations could file articles of incorporation with the Secretary of State's Office to establish the Patient Safety Support Center prior to the July 7 presentation to the Governor. Funding has been offered as well as willingness to undertake the necessary effort. The intent is to show that the report is more than a piece of paper, and that Missouri providers are excited and serious about the issue of patient safety. He asked if Commissioners would object to being listed as founding members.

Q: Is every Commissioner intended to be listed as a founding member?

A: No. Commissioners would also not be asked to pay for it.

Q: Would Commissioners need to commit some additional time to do things like hire an executive director and write job descriptions for key positions?

A: These things have to be done, but they don't need to be the responsibility of every founding member. Possibly only founding members that also make a financial contribution would have this responsibility.

Q: Whom are the founding members making such contributions?

A: Missouri PRO and the Missouri Hospital Association, so far.

Q: Should Commissioners make it known to their constituent organizations that this opportunity exists? If so, what kind of minimum contribution level is expected?

A: Yes, let potentially interested organizations know, and no minimum contribution level has been envisioned.

Q: How much funding is desired?

A: Although Georgia testified that they needed \$1 million annually, \$200,000 should be enough to get started in Missouri.

Dr. Laiben noted that there may not be sufficient time to accomplish actual incorporation, but an expression of interest and pledges of financial support can still be announced at the July 7 presentation.

Linda Bohrer advised the commission could approve the minutes of this meeting by email some time before July 7, but that MDI staff will focus first on completion of the report.

Mr. Schoenhard asked if there was any intent to create a list of "official" Commission talking points or a presentation that all Commissioners could use if approached by the press or by various constituent organizations. Linda Bohrer noted that Department of Insurance would prepare talking points for distribution to all Commissioners as soon as they are drafted, but at a minimum before July 7. Dr. Laiben noted that he's been asked to give a presentation on July 24th and asked if MDI staff could have a power point presentation prepared by then. Linda agreed to have this available by that date and it will be made available to all commissioners.

The conference call was concluded at 11:30 AM.